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COMMENTS ON "THE WHOLE JOURNEY - A GUIDE FOR THINKING BEYOND COMPLIANCE TO CREATE ACCESSIBLE PUBLIC TRANSPORT JOURNEYS"

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AS I DO NOT HAVE ANY FAMILY* SO ONLY GET AROUND BY USING MOSTLY BUSES, SOME TIMES TRAINS AND OF COURSE WALKING (*NO CHILDREN)

DUE TO THAT WHEN SHOPPING I USE A PERSONAL SHOPPING TROLLEY SO ACCESSIBILITY IS IMPORTANT AND I HAVE FRIENDS WHO DO HAVE DISABILITIES AND WHO USE BUSES SO THE COMMENTS I MAKE ARE APPLICABLE TO ALL OF US.

MAY I ALSO SAY I HOPE THAT IN TIME ALL SERVICES SUCH AS COACH LINES BUSES WILL BECOME FULLY ACCESSIBLE AS MOST OF THE ONES HERE IN PERTH ARE NOT

IT IS DIFFICULT TO FULLY COMMENT ON THIS DRAFT IN WRITING BECAUSE A LOT OF IT RELATES TO AREAS SUCH AS BUS STATIONS OR EVEN TRAIN STATIONS. I FIND I CAN OFTEN GET MY POINTS ACROSS IN FACE TO FACE SITUATIONS SO IF THERE IS EVER CONSIDERATION GIVEN TO DOING PUBLIC FORUMS/CONSULTATIONS ON THIS SUBJECT AROUND THE COUNTRY I HOPE YOU DEFINATELY COME TO PERTH AND THAT I GET A CHANCE TO ATTEND

INFLUENCING FACTORS (SECTION 2)

2.3 DRIVERS OF CHANGE

POINT -: CLIMATE CHANGE -: IN MY CONSTANT TRAVELS OVER ALL AREAS OF PERTH BY BUS THERE IS A DISTINCT LACK OF BUS SHELTERS AND WHERE THERE ARE BUS SHELTERS A LOT OF THEM ONLY PROVIDE LIMITED SHADE AND VERY LITTLE PROTECTION FROM RAIN.

2.5 INTEGRATED PLANNING

THIS POINT HAS A COUPLE OF STATEMENTS RE WORKING WITH DISABILITY ADVISORY GROUPS WHEN DEALING WITH EITHER NEW DEVELOPMENTS OR EXISTING/OLD SITUATIONS AND THE IMPORTANCE OF DOING THIS AND HOW AN INTEGRATED PLANNING PROCESS BRINGS FOCUS TO USER JOURNEY AND INTERACTION WITH THE ENVIRONMENT DURING THESE JOURNEYS -: WELL IN TOO MANY OCCASIONS DEVELOPMENTS SUCH AS NEW HOUSING SUBURBS THE PLANNERS DO NOT TAKE INTO ACCOUNT WHAT IS REQUIRED FOR BUS ROUTES, DO NOT TAKE INTO ACCOUNT WHERE KERB RAMPS WILL BE NEEDED TO ALLOW ACCESS TO BUS STOPS AND IT SHOULD BE ALL USER GROUPS SUCH AS CHILDREN, ADULTS, ELDERLY AS WELL AS DISABLED PERSONS WHO SHOULD BE CONSULTED.

2.6 GOVERNMENT AND MANAGEMENT OF PLACES

IT IS POINTED OUT THAT STAKEHOLDERS ARE RESTRICTED BY VARIOUS ISSUES AND THEREFORE THEY ONLY FOCUS A LOT OF THE TIME ON THE BIT THAT AFFECTS THEM NOT THE WHOLE JOURNEY -: THIS PROBLEM CAN BE REDUCED IF NOT COMPLETELY ELIMINATED BY HAVING MEETINGS / FORUMS HELD OVER SAY A WEEK WHERE THESE WOULD BE HELD AT DIFFERENT TIMES OF THE DAY AND EVENING SO ALL PLANNERS AND ALL USERS NOT JUST DISABILITY GROUPS CAN PROVIDE INPUT ON WHAT IS NEEDED TO MAKE THE WHOLE JOURNEY FULLY ACCESSIBLE

PARTS OF A JOURNEY (SECTION 3)

WHILST THIS SECTION DOES COVER A LOT OF SITUATIONS HOWEVER MY EXPERIENCES HERE ARE AS FOLLOWS:-

(1) NOT ALL BUS STOPS HAVE THE STANDARD STOP INDICATOR THAT GIVES THE BUS ROUTES THAT SERVICE THAT STOP AND DO NOT HAVE THE APPROXIMATE ARRIVAL TIMES SHOWN FOR BUSES THAT PASS THAT STOP AND THE STOPS THAT DO HAVE THOSE SIGNS THE PRINTING IS SMALL AND UP HIGH SO IT IS NOT EASILY READ BY PEOPLE WHO MAY BE IN A WHEEL CHAIR OR WHO MAY BE PARTLY BLIND.

(2) 3.2.1 AND 3.2.2 TALK ABOUT INFORMATION ABOUT THE ENVIRONMENT THAT PEOPLE WILL NEED TO TRAVERSE TO GET TO THEIR BUS STOP (TRANSPORT NODES ETC) AND IT TALKS ABOUT FOOTPATHS GRADIENTS, KERB RAMP AND HOW NOT ALL PATHS ARE PAVED. EVEN WHEN THEY ARE PAVED THERE CAN BE AREAS WHERE THERE ARE RAISED EDGES AND LOCAL AUTHORITIES CAN BE NOTORIOUSLY SLOW IN FIXING THESE ISSUES SO THERE NEEDS TO BE SOME SORT OF TIME FRAME FOR THIS TYPE OF REPAIR TO BE IN LEGISLATION SAY FROM THE TIME OF REPORT ONLY A WEEK IS ALLOWED TO ELAPSE. WHILST THAT MIGHT REQUIRE EXTRA STAFF IT WOULD SOLVE TWO ISSUES - REMOVING AN IMPEDIMENT TO PEDESTRIAN MOVEMENT AND CREATE JOBS SO REDUCING UNEMPLOYMENT.

(3) 3.2.3 OBSTRUCTIONS

LOCAL COUNCILS SHOULD HAVE GREATER POWERS LEGISLATED IN RESPECT OF FINING CAR OWNERS WHO BLOCK FOOTPATHS AS THIS A MAJOR SAFETY HAZARD NOT ONLY FOR THOSE WITH DISABILITIES IT IS A DANGER FOR PEDESTRIANS IN GENERAL AS IT CAN FORCE THEM ONTO THE ROAD AND TRAFFIC. THE SAME THING HAPPENS WHEN HOME OWNERS ALLOW TREE LIMBS OR SHRUBS TO IMPEDE VISION OF TRAFFIC AT INTERSECTIONS SO LOCAL GOVT AUTHORITIES SHOULD HAVE THE POWER TO ENFORCE THE REMOVAL OF THESE OBSTACLES TO GETTING TO A BUS STOP.

(4) 3.3 TO 3.3.8 TO 3.8.6

RIGHT THROUGH ALL OF THESE POINTS ARE LISTED ISSUES WHICH ARE STILL VERY MUCH A PROBLEM:- LACK OF BUS SHELTERS; DIFFICULTY IN BOARDING - STILL A LOT OF BUSES WITH STEPS - PEOPLE IN WHEEL CHAIRS CAN NOT USE GOOD IDEA TO GET BUSES WITH AUDIO ANNOUNCEMENTS OF STOPS ETC I LOVE THE IDEA OF ASSISTANCE ANIMAL TOILET FACILITIES NOT ENOUGH OF THEM

WHAT DOES THIS MEAN FOR YOU (SECTION 4)

4. 4.1 THROUGH TO END

THE POINT IS MADE THAT WE ALL INFLUENCE PUBLIC TRANSPORT BEING ACCESSIBLE, TALKS ABOUT APPS, LESS STAFF, THOSE WHO PLAY A PART IN PLANNING, ABOUT COMMUNICATION AND DESIGN ETC SO MY FOLLOWING POINTS ARE BASED ON THIS IDEA

- NEED BETTER STREET LIGHTING AT BUS STOPS - IF THERE ARE TREES ON EITHER SIDE OF THE ROAD THAT AT NIGHT PUT THE BUS STOP IN DARKNESS THEN THE TREES NEED PRUNING (NOT CUT DOWN) SO THAT LIGHT THEN SHINES ON THE BUS STOP.
- THERE IS A THREAD THROUGH THE WHOLE DRAFT ABOUT USE OF DATA, APPS AND TECHNOLOGY - IT NEEDS TO BE REMEMBERED THAT NOT EVERYBODY USES THIS SORT OF TECHNOLOGY. WHAT IS NEEDED AT ALL BUS STOPS ARE THE STANDS THAT HAVE BUS ARRIVAL TIMES LISTED ON IT (SAME AS WHAT ARE AT BUS TOPS SUCH AS THE ONE NEAR THE LIBRARY ON ILLAWARA CRESCENT AND KINGFISHER)
- MAINTAINING THE HUMAN TOUCH IS MENTIONED AS CRUCIAL TALK IS VERY IMPORTANT AS THIS IS THE MAIN WAY THAT PEOPLE CAN SEE IF THEIR COMMENTS ARE NOT BEING TOTALLY IGNORED AS OFTEN HAPPENS THU ALSO MEANS THAT YOU ARE ACTUALLY COMMUNICATING BECAUSE LETTERS, PHONE CALLS, MESSAGES ON MOBILE PHONES DO NOT SHOW UNDERSTANDING BECAUSE THEY CAN NOT SEE THE FACE OF THE PERSON.
- WHEN EITHER CHANGES TO A PUBLIC TRANSPORT SYSTEM THAT IS ALREADY IN PLACE OR MAKING A NEW PUBLIC TRANSPORT SYSTEM NOT ONLY IS IT IMPORTANT TO FULLY INVOLVE THE PEOPLE (WHO WILL BE USING THE SYSTEM) VIA PUBLIC MEETINGS, SURVEYS ETC AT THE BEGINNING, IT IS IMPORTANT TO HAVE THESE CONSULTATIONS THROUGHOUT THE PROCESS THU CONSULTATION SHOULD CONTINUE FULLY FOR AT LEAST THREE TO SIX MONTHS AFTER THE CHANGES START SO THAT PROBLEMS CAN BE FIXED AS SOON AS POSSIBLE.